



800 Governors Drive  
Pierre, SD 57501  
www.sdstatelibrary.com

*Gates Library Foundation*  
*Staying Connected Grant Program*  
**FINAL PROJECT**  
**EVALUATION & SUMMARY**  
*Hardware Replacement/Software Upgrade*

Date: \_\_\_\_\_ Grant Agreement #: \_\_\_\_\_

Grantee: \_\_\_\_\_

Report Prepared by: \_\_\_\_\_ Phone: \_\_\_\_\_

Project Name: \_\_\_\_\_

**INSTRUCTIONS:**

Using the following format, please report on the project and provide evaluative comments.

**PROGRAM OVERVIEW:**

Provide an overview of this project describing what was done, how it was done, and by whom?

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**EVALUATION:**

1. What has your library purchased through the **Gates Hardware/Software Replacement** grant? Provide this information on a separate sheet if necessary.

**Equipment:**

**Software:**

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2. Looking at the software purchased through this grant opportunity, did you experience difficulties ordering, receiving, and/or installing software packages on the public access computers in your library? Please explain.

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3. Have you noticed patrons/customers using the computers for new or different purposes as a result of the new upgraded equipment and software? If so, please identify what those uses or purposes are?

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4. Publicity:

- a. How have you publicized the new computers and upgraded software your library received through this grant?

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- b. How has your library acknowledged the Bill & Melinda Gates Foundation as your library's benefactor?

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- c. Enclose copies of news releases, articles, fliers, etc.

5. Down-time:

*For the purposes of this evaluation, the definition of down-time is the amount of time a public access computer is not available for patron/customer use due to a variety of reasons, among which could be the need for computer repair, need for software upgrade, difficulties with Internet connectivity, ISP problems etc.*

- a. Using the above definition has one or more of your public access computers experienced any down-time in the past 6 months, and is this an improvement over the past 2 years? Please describe.

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- b. Equate the answer in 5a. to a percent using your responses to questions 1 & 2 below to insert into the formula where indicated. Number 3 will be your results:

1. \_\_\_\_ How many hours per week is your library open?
2. \_\_\_\_ What is the estimated total amount of time one or more of your library's public access computers was down during the past 6 months?
3. \_\_\_\_ What is the total % of down-time calculated with the formula below? *If you experience any difficulty with this question, please fill in 1 and 2 and move on.*

**Formula:**

$24 (6 \text{ mos} \times 4 \text{ wks per mo}) \times (\text{Insert 1. above}) = \text{____} \odot$  Total hours of operation in 6 months.

$(\text{Insert 2. above}) \div (\text{Insert } \odot \text{ here})$  Total hours of operation = \_\_\_\_ % of downtime.

*[Example:  $24 \times 15 = 360$   $4 \div 360 = 1.1\%$  downtime]*

6. Survey results:

- a. \_\_\_\_\_ What was the total number of surveys your patrons completed evaluating the hardware replacement and software upgrade project?
- b. \_\_\_\_\_ How many of those surveys indicating improvement in or satisfaction with the overall operation of the equipment and the usefulness of the software.
- c. \_\_\_\_\_ What was the *annual number of electronic users* identified by your library for the FY2005 Public Library Statistics?
- d. \_\_\_\_\_ From the start of this project, how many customers have used the library's public access computers?
  1. \_\_\_\_\_ Starting date of count
  2. \_\_\_\_\_ Ending date of count
  3. \_\_\_\_\_ Total number of months
- e. \_\_\_\_\_ What percent of increase or decrease has your library experienced in patron use of public access computers?

7. Anecdotal:

- a. Provide any stories regarding patron use of the public access computers and their successes, failures, or moments that stand out in your mind.

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- b. What is your general assessment of the success or failure of this program in your library?

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8. The Gates Library Foundation promotes the sustainability of public access computing in public libraries. What is your plan for replacing/ upgrading/ expanding your public access computing equipment and software in the future?

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**EXPENDITURES:**

Attach a copy of the most recent completed Financial Spreadsheet for this project.

**Send completed forms to:**

CE Coordinator  
South Dakota State Library  
800 Governors Drive, Pierre, SD 57501

**Please note the due date of March 1, 2007.**